

2011 Employee Engagement Survey Manager FAQs

Here are answers to frequently-asked questions about the SAIC Employee Engagement Survey. Use these FAQs to answer questions from employees about the 2011 survey.

1. What is the employee engagement survey?

It is SAIC's biannual all-employee survey to measure employees' sense of attachment to the organization. This is our third administration of an engagement survey, with previous surveys taking place in 2007 and 2009.

2. Who will administer the survey?

The survey will be administered by the Gallup Organization, a leader in administering employee engagement surveys.

3. What is employee engagement, and why are we measuring it?

Engagement measures the extent to which an employee feels a sense of attachment to the organization he or she works for, believes in its goals, and supports its values.

We know from past surveys that higher engagement levels are present in organizations that meet or exceed their bottom line goals at SAIC; divisions with higher engagement were more likely to make their revenue and profit-before-tax (PBT) goals. Past results and analysis also show that engaged employees are much more likely to stay with SAIC, and the least engaged employees are much more likely to seek other work.

4. What comes first, engaged employees or better financial performance?

Although there is no causal relationship between these two variables, there is a strong positive correlation between the two (when one is present so is the other; when one increases so does the other). There is also anecdotal evidence that a workgroup that gels well (high sense of attachment to each other and the company) can become a competitive advantage.

5. When will the survey take place?

The survey period is June 1-15, 2011.

6. Who will be invited to take the survey?

All employees will be invited to take the survey.

7. How will employees learn of the survey?

Employees will learn of the survey, and its importance, from a variety of communication channels. You, as a manager, should inform your employees and encourage them to participate. In addition, messages from Brian Keenan, Walt Havenstein, and Gallup will be distributed to employees.

Most employees will take the survey online and will receive an email from Gallup on June 1 with the Gallup web site address and their unique code for accessing the SAIC employee engagement survey. The survey cannot be accessed through ISSAIC.

Some employees, under unique circumstances, will receive a paper-based survey. For these employees Gallup will prepare and send (directly or through an HR point of contact) a paper invitation letter and a paper based survey. Those surveys will be placed by the employee in a Gallup self-addressed envelope (provided) and sent back to the Gallup organization, or employees will follow the collection process communicated by their HR organization.

8. How many questions will be asked in the survey?

The 2011 survey poses a total 33 questions. Our survey this year (as in previous administrations) will include the Gallup Q12 Questions and accountability index questions, and SAIC-specific questions

The Gallup Q12 Questions are those that Gallup has consistently found measure the aspects of employee engagement that link to business outcomes. These same questions were measured in SAIC's 2007 and 2009 employee engagement surveys, and will allow the company to measure its progress in key focus areas and to address those areas that may fall below expectations.

9. When will results be prepared?

SAIC expects to receive initial enterprisewide results from Gallup in late July—in time to provide input to the IBPP Phase 2. Following discussion by executives on actions for addressing results, enterprisewide results and 2011 key areas of focus will be communicated to employees in September by Walt Havenstein.

10. How are results prepared, distributed, and built into the business cycle?

SAIC will receive initial enterprisewide results from Gallup in late July in time to provide input to the Integrated Business Planning Process (IBPP Phase 2).

The group and BU results will be shared with group presidents and BUGMs in August.

Division managers and above will receive their reports in August and will be expected to provide engagement input to their organization's Annual Operating Plan (AOP).

Individual managers (with five or more direct reports participating in the survey) will receive an engagement feedback report with the survey results in August and will be expected to share those results with their teams.

Enterprise-wide results and 2011 key enterprise areas of focus will be communicated to employees in September by Walt Havenstein.

11. What does SAIC plan on doing with the results?

The data will allow SAIC to identify areas of strength and key focus areas (areas of opportunity). As with the 2007 and 2009 surveys, division managers and above will lead the company in building action plans for driving improvement; employees will participate in building and carrying out these plans.

Managers will receive training on how to read their reports, interpret them, and use them to build action plans.

All managers receiving a feedback report are expected to communicate their results to their workgroup. Division managers and above will have actions that become part of the Group's AOPs. Enterprise results will drive 2011 key focus areas, which will be input to the IBPP Phase 2.

12. What is an impact/action plan?

An impact plan is a plan that puts into action the changes SAIC wants to make based on our employee-engagement survey results. There is an impact plan at the enterprise level, and below to division level. Managers below that level are expected to address immediate issues as part of their ongoing meetings with their workgroup.

13. How does the survey measure follow through?

The survey has three questions known as the accountability index. These questions measure the extent to which the results of the 2009 survey has had been communicated with employees and the extent to which the team has engaged in follow up action.

14. I have an organization that has experienced major change since the last survey. How will the feedback reports scores be compared?

These reports provide a percent match comparison between the composition of the 2009 survey workgroup and the 2011 survey workgroup, giving managers the proper context in which to analyze survey results.

15. How will the recent reorganizations impact the accountability questions?

The survey does have a N/A selection, which may be chosen by employees who are no longer with the same team and do not feel this question is applicable.

16. If an employee recently transferred from another organization, should the employee respond to survey questions based on experience with past supervisor and workgroup or current supervisor and workgroup?

Employees should respond to survey questions based on their current (time of survey) level of engagement and work environment. Employees may experience workgroup changes at different times of the year, however, they should respond to survey questions in the context of their current engagement level and current workgroup.

17. How should employees charge their time to take the survey?

The survey takes only about 15 minutes to complete. This time should not be charged to direct. Employees should charge to either overhead or G&A, depending on their company. If employees have questions about timecharging, they should contact their manager or their HR POC.

18. What is expected of managers?

The survey is voluntary so managers should encourage employees to participate. A high employee participation rate will ensure statistical significance and guide our plans for improvement. Managers should use the information in the Employee Engagement Survey Managers' Communication Toolkit to explain the survey process to employees and why the survey is important.

19. How can employees learn more about the 2011 employee engagement survey?

You and your organization's HR POC should be the first line of contact for employee inquiries. Additional information is available on the [Employee Engagement at SAIC web site](#).